

Beneficiary Dental Exception (BDE) Third Quarter of 2019

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members in Sacramento County to ensure timely access to services through their dental plan. Requests are made by mail, fax, email, or by calling the BDE phone line (855-347-3310). The Department of Health Care Services' staff work with the DMC plans on behalf of the members to schedule an appropriate appointment within specified time frames, based on the member's needs. If no such appointment is secured, the members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental Fee-for-Service (FFS) where he or she may select his or her own dental provider on an ongoing basis. No one has utilized the BDE to transfer to FFS since its inception.

The following report includes the summary for the third quarter of 2019 (July through September), 2018 vs. 2019, and the 2019 annual summary.

Total Requests Received in the Third Quarter of 2019

A total of 482 requests were received during the third quarter of 2019; 23 (5%) were BDE requests, while 459 (96%) were non-BDE requests (Table 1). Of the 23 BDE requests, 4 (17%) are in progress, and 19 (83%) were completed and closed to date. The average number of total incoming requests is 161 per month. The average number of incoming Non-BDE requests is 153 per month.

Table 1. Third Quarter 2019 Incoming Totals

Total Requests	482	100%
BDE	23	5%
Non-BDE	459	95%
Inbound Phone Call	254	53%
BDE	20	8%
Non-BDE	234	92%
Mail/Fax/Email Total	228	47%
BDE	3	1%
Non-BDE	225	99%

Table 2. Third Quarter 2019 Non-BDE Totals

Non-BDE Categories	459	100%
BDE Info/No Need	64	14%
Benefits	18	4%
Eligibility	15	3%
Plan/Provider Info	211	46%
No Answer/Left	105	23%
Other	46	10%

BDE Requests Received in the Third Quarter of 2019

The total number of BDE requests received in the third quarter of 2019 was 23 (Table 3). The average number of BDE requests is eight per month.

Table 3. BDE Requests Received in the Third Quarter of 2019 (July through September)

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	4	1	4	2	6
Urgent	1	7	1	6	3	9
Routine	3	1	1	5	0	5
Specialist	1	1	1	3	0	3
In Progress	2	1	1	4	0	4
Closed	4	12	3	14	5	19
Total BDE	6	13	4	18	5	23

BDE Requests Closed in the Third Quarter of 2019

A total of 23 BDE requests were closed in the third quarter of 2019. (Table 4).

Of the 23 closed requests six (26%) were emergency appointments, nine (39%) were urgent appointments, five (22%) were routine appointments, and three (13%) were specialist appointments. Of the closed appointments, 18 (83%) were for adults and five (17%) were for children (Graph 1).

Of the 23 closed requests 19 (83%) were successfully seen and treated by a dentist. Four (17%) appointments were unsuccessful; the members did not show up to their scheduled appointments and have yet to reschedule (Graph 2).

Table 4. BDE Requests Closed in the Third Quarter of 2019 (July 2019 to September 2019)

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	1	0	1	0	1
Unsuccessful Routine	2	0	1	3	0	3
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	4	1	4	2	6
Successful Urgent	1	6	1	5	3	8
Successful Routine	1	1	0	2	0	2
Successful Specialist	1	1	1	3	0	3
Unsuccessful	2	1	1	4	0	4
Successful	4	12	3	14	5	19
Total	6	13	4	18	5	23

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

Figure 1: BDE Appointments Closed in the Third Quarter of 2019: Organized by Type

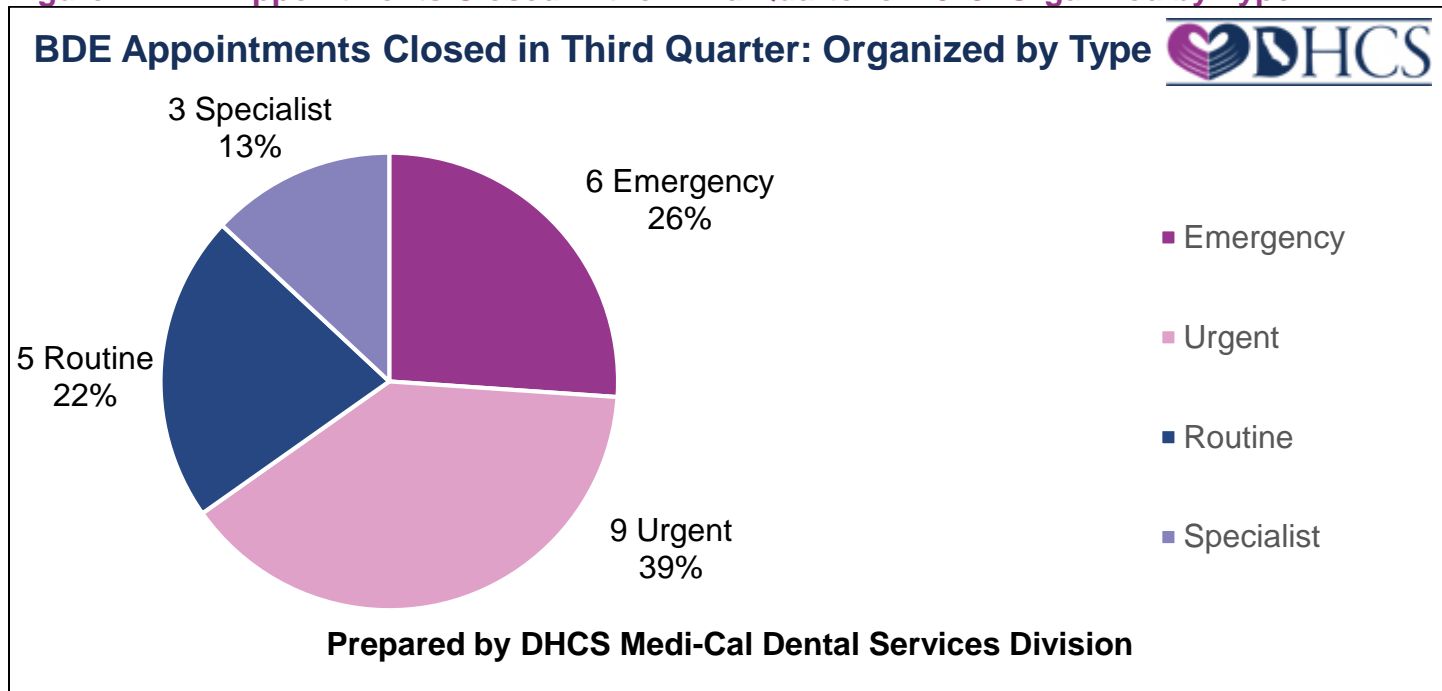


Table 7: BDE Appointments Closed in the Third Quarter: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	4	2	6	26%
Urgent	6	3	9	39%
Routine	5	0	5	22%
Specialist	3	0	3	13%

Figure 2: BDE Appointments Closed in the Third Quarter of 2019: Successful vs. Unsuccessful

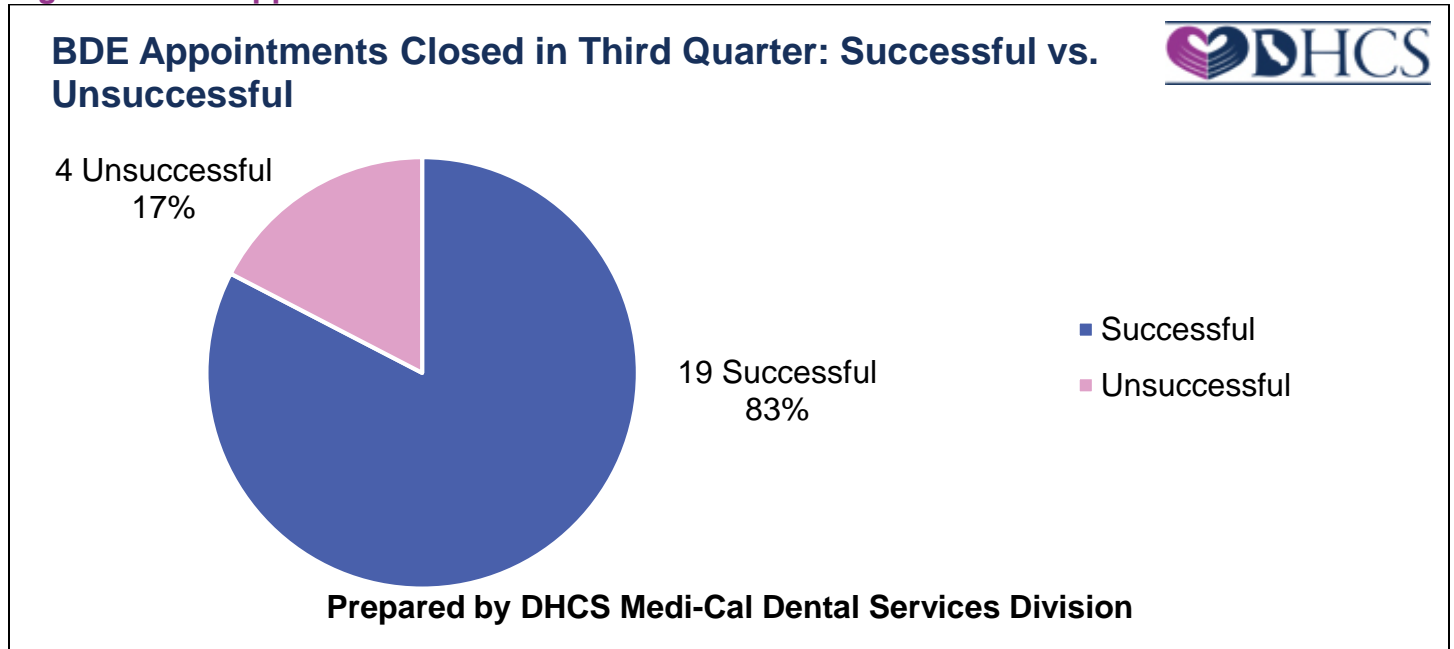


Table 6: BDE Appointments Closed in the Third Quarter: Successful vs. Unsuccessful

Type of Appointment	Adults	Children	Total	Percentage
Successful	14	5	19	83%
Unsuccessful	4	0	4	17%

2018 vs. 2019 Comparison

As shown below (Figure 1 and Figure 2), BDE requests continue on a downward trend and the total monthly incoming requests show a decrease in the third quarter of 2019 when compared to the third quarter of 2018.

Figure 3. 2018 vs. 2019 BDE Total Monthly Incoming Requests

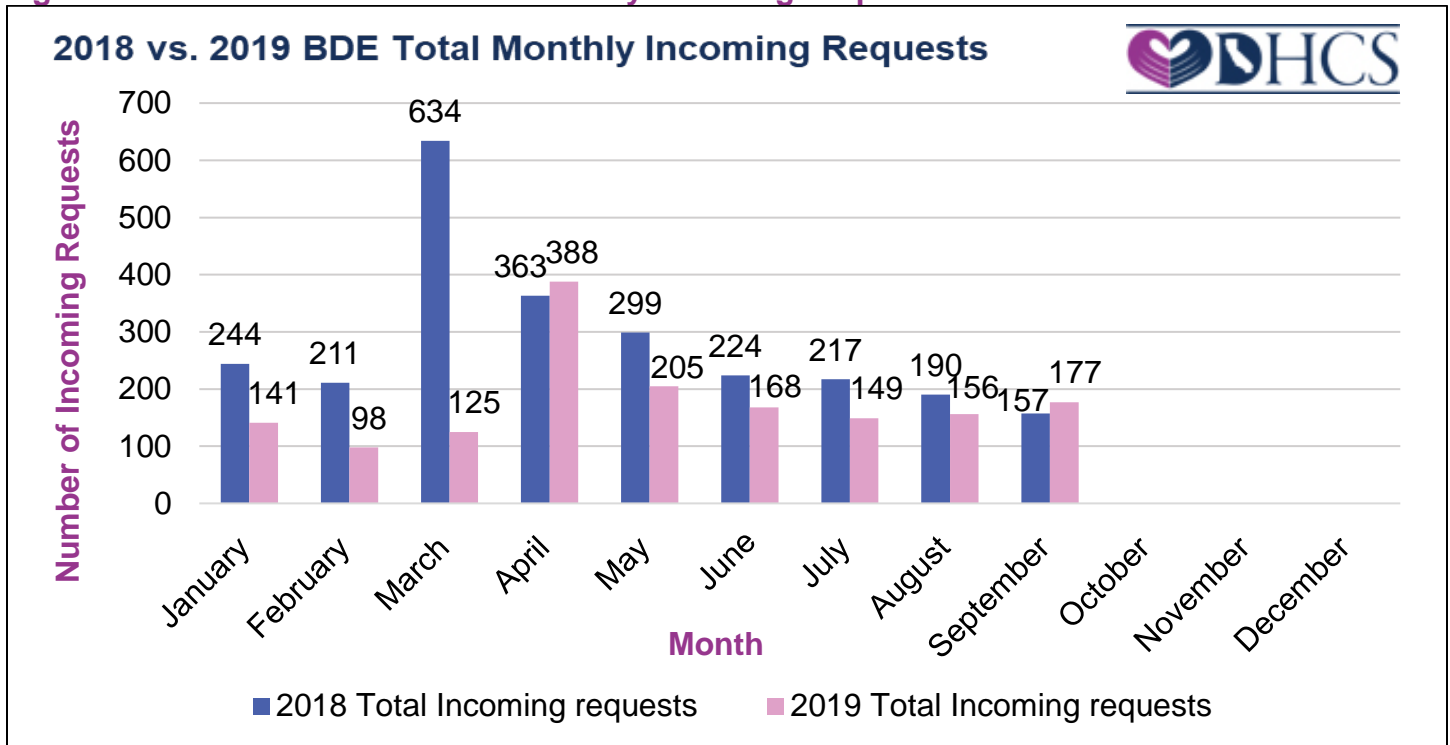


Figure 4. 2018 vs. 2019 BDE Monthly Incoming Requests

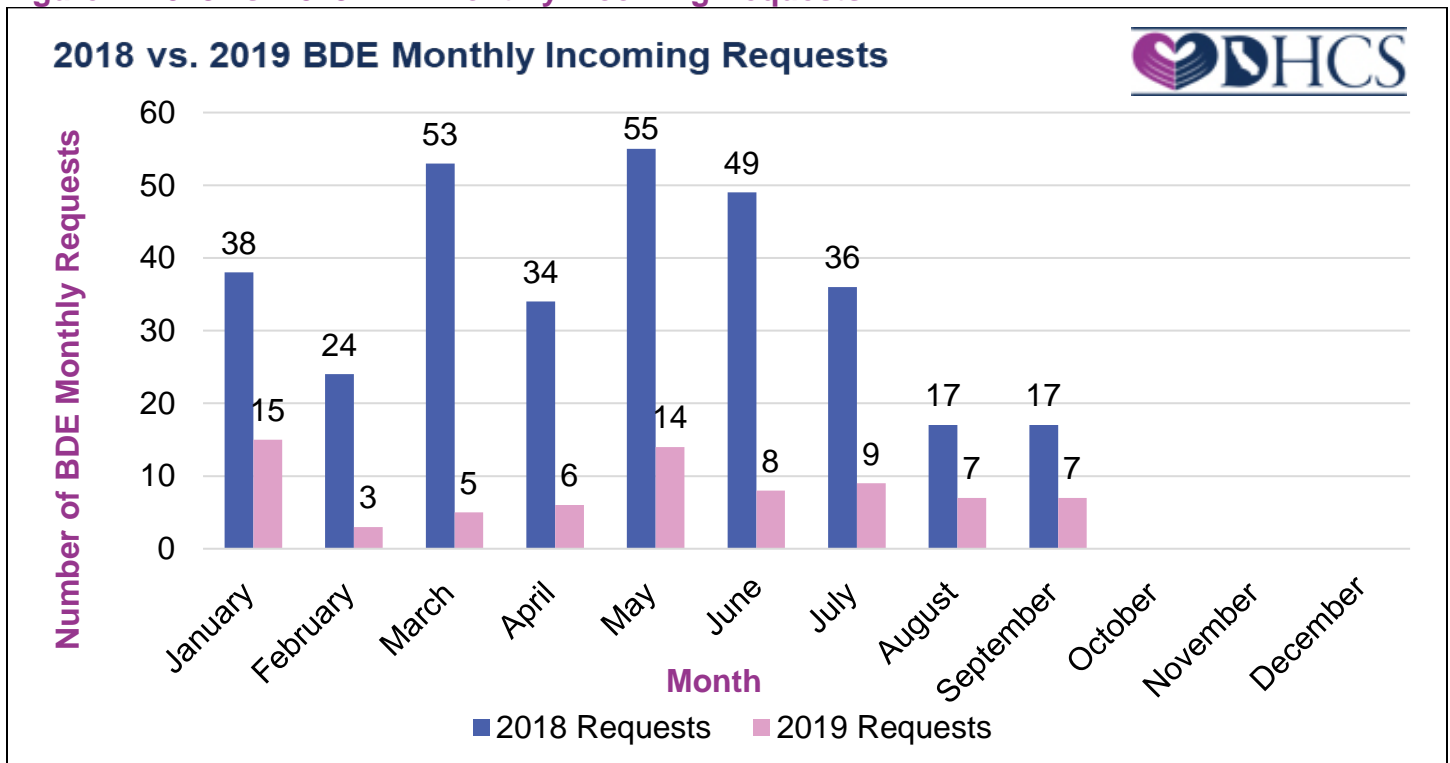
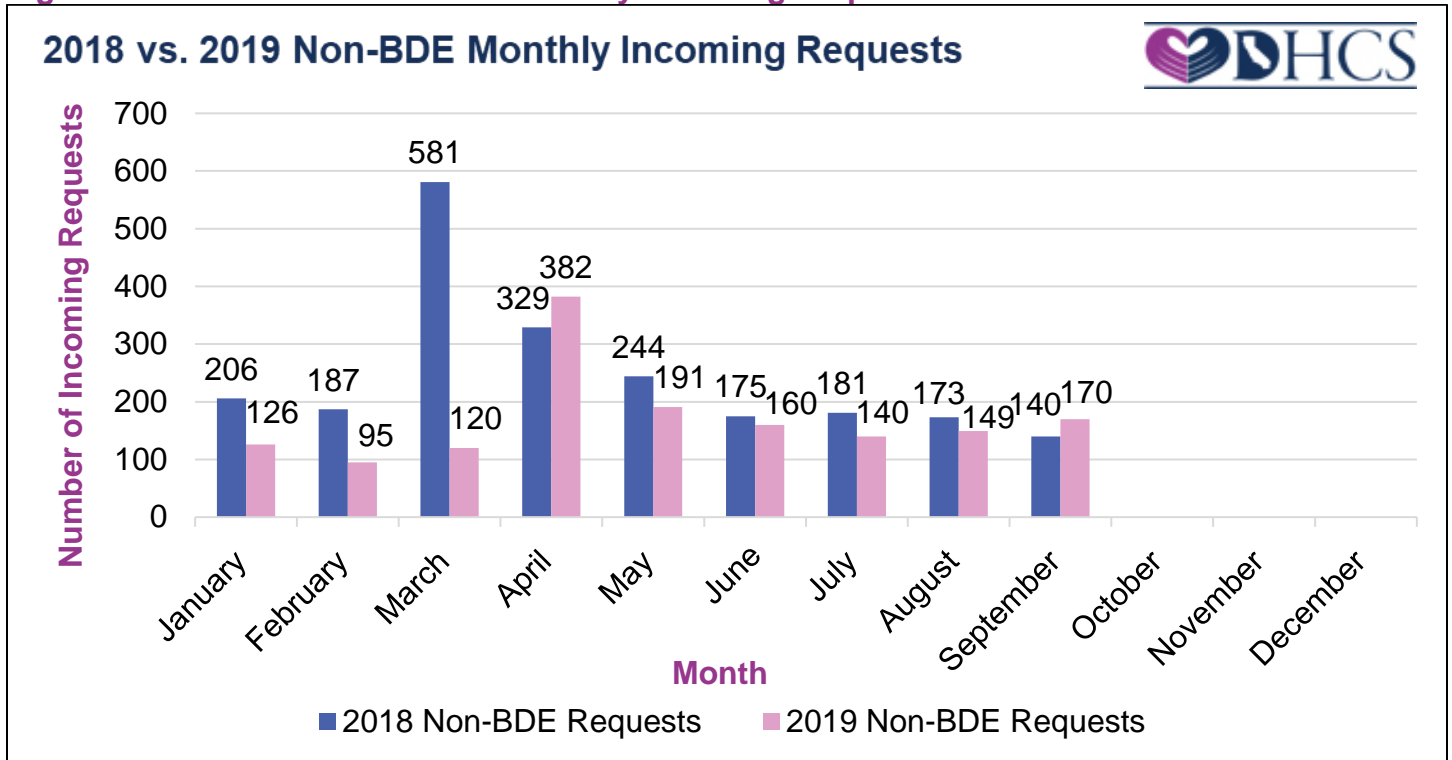


Figure 5. 2018 vs. 2019 Non-BDE Monthly Incoming Requests



2019 Summary

Figure 6. 2019 Total Monthly Requests by Type

